

# User Provisioning Process

## Quick Reference Guide for NCID Administrators

### Steps to Provision CCTO Tool Access for a Team Member

This quick reference guide has been developed to guide you through the main activities to provision access for a new team member to access the CCTO Tool.

**Step 1** Access the NCID Administration Portal (<https://ncid.nc.gov>) and sign in.

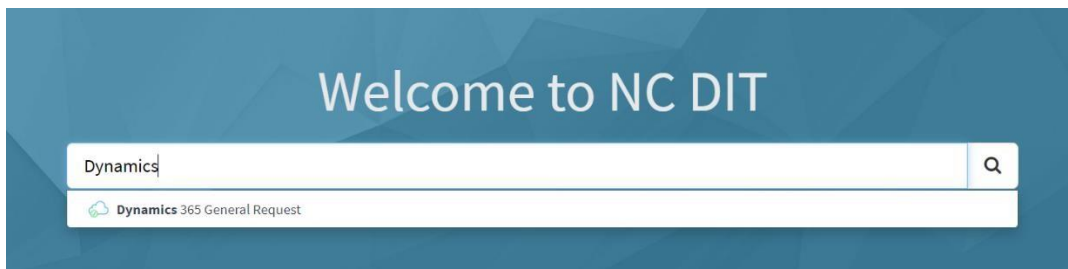
**Step 2** To provision access for a team member that already has an NCID just add the available DHHS COVID Tracing role available. For a team member that does not already have an NCID, create the new NCID account before completing Step 2.

**Add/Remove role of up to 5 roles.**

Tip: Because several automated processes are triggered when the role is assigned it is recommended to save the changes and then go back to view the assigned roles to validate the role assignment change was applied.

**Step 3** To complete the provisioning process, submit a Service Request from the NCDIT Service Portal (URL: [https://ncgov.service-now.com/sp\\_dit](https://ncgov.service-now.com/sp_dit)). The fastest way to the Service Request is to use the search bar to find the **Dynamics 365 General Request**.

Thank you! We are excited for you to join our team.



**Step 4** To ensure the service request can be processed most efficiently, please include the name of the user, their email address and their NCID in the description.

A screenshot of a service request form. The form has several fields: "Requested For:" with a dropdown menu showing "Kelly Ruggiero"; "Phone:" with a text field containing "(877) 566-0943"; "NCID:" with a text field containing "kruggiero2"; "Location:" with a dropdown menu showing "2300 Rexwoods Dr Ste 100, Raleigh, North Carolina 2..."; "Summary of Request:" with a text area containing "Add Users to UAT Sandbox and Prod - thanks"; and "Please provide details of your request:" with a text area containing "Asmith Adam Smith DHHS|asmith@ac.dhhs.com". At the bottom right, there is a paperclip icon and the text "Add attachments".

Tip: The Service Request catalog item can be access directly from [Click here](#).

For any questions on this process please contact the DIT Service Desk at: 919-754-6000 (local) or 800-722-3946 (toll free)

Dynamics 365 General Request  
Request assistance with MS Dynamics CRM



NC Department of Information  
Technology  
Request assistance with MS Dynamics CRM  
Use this DIT Service Catalog item for any requests that  
have to do with Dynamics

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